# BCI East of England Forum

## Committee Meeting: 09:00-11:00 15th February 2019

### *ARM3, 110 Fulbourn Road, Cambridge CB1 9NJ or by telephone:*

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#### **Minutes**

**Attendees**

Jim Barrow, Acting Chair

Ken Clark, Host & Committee Member

Brian Kinch, Secretary (by phone)

Tim Cracknell, Committee Member (by phone)

Josh Subair, Committee Member (by phone)

Adrian Jolly, Committee Member (by phone)

**Apologies**

Mark Suttle, Chair

Richard Verrinder, Vice Chair

David West, Ex-officio Member

**Welcome and Chair’s Opening Remarks**

JB drew the meeting to order and welcomed those attending by teleconference and thanked KC and ARM for providing the meeting room and connectivity.

The Committee were pleased to note KC’s return to better health.

JB thanked BK for providing a suggested agenda but, recognising the short timeframe available for the meeting, wanted to focus predominately on the deferral of the March Forum event. The Committee concurred.

**Revised arrangements for deferred March Forum**

JB recognised that the deferral of the Stansted event in March was now the second occasion of deferral and that is was important to secure definitive arrangements for rescheduling. JS expressed concern as to whether another date might also be at risk of slipping because of the variable nature of airport business. BK assured that the first deferral (in October 2018) actually came from the Committee itself because they had been unable to reach the Stansted representative to re-confirm arrangements, even though they were fully secured. Also the second deferral has come about because of changes to meeting rooms at the airport, not because of airport logistics.

JB considered that an airport venue and presentations is still highly topical and likely to attract significant interest and, in preference, he would like to see the Stansted representative present in their own environment, whilst also allowing the Forum the opportunity to attend the airport site. BK advised this would likely push the deferral back until at least September, likely 18October 2019 to allow for some contingency.

The Committee concurred with this proposal, and it was agreed that as far as possible the entire agenda/itinerary from the originally planned March Forum would be “lifted and dropped” into October, but KC queried whether this meant the only Forum event in 2019 would now be October. JB advised he did not necessarily see it that way and felt there were other potential opportunities still to be explored earlier in the year.

**Action 01/150219 – BK to go back to the Stansted representative to ascertain if a revised October booking can be definitively secured and then brief KC/JS so that they can coordinate and work toward that date.**

**Future Committee and Forum meeting plans**

JB suggested the Committee consider hosting another Forum event in June 2019. At a level of principle this was agreed, but KC enquired where this could be accommodated? JB suggested that perhaps this could be Essex Fire, giving them a little more notice, and that RV was obviously already engaged in leading discussions with Essex Fire Service.

**Action 02/150219 – RV is to be asked to reach out again to the Essex Fire representative to see if they could accommodate a Forum event on 21 June 2019 or, failing that, if Norfolk County Hall or Aviva could potentially stand-in?**

BK suggested that, as an additional fallback, he could potentially offer the use of Visa premises, but this would obviously be extra-region (in Paddington, London) and may materially change the nature of the suitable topics to be presented as it would probably embrace Visa’s Innovation Centre and their Cyber Fusion Centre. AJ agreed and felt that an event in a financial or payment processing context would probably most topically focus on banking system frailty and associated issues, especially bearing in mind the challenges that even big banks were experiencing. BK acknowledged this and mentioned the issue that had hit the press in the past few days regarding a SWIFT attack, and potential cyber intrusion, which had led to monetary loss and the switching off of all electronic systems by the Bank of Valletta in Malta.

On balance, JB and BK felt that a Fire Service-based topic would be most preferable bearing in mind the length of time since their interest was first expressed. The Committee thanked BK for the Visa offer and will hold the consideration of using that as a fallback for an entire event and not, specifically, for the potential June Forum.

TC felt that the fire event should extend into gaining insight into how incidents are prepared for and handled at major installations or where there are particular hazards. Things like the nearby oil refinery (AJ) and nuclear power plant (KC) were raised as especially interesting. The Committee agreed.

JB and TC indicated further that they would like to see the Fire Service provide detail of what they typically do upon arrival at the scene of an incident (especially where they assume direct control), and how they would typically leave a scene in terms of handover to other services or restoration and recovery. Additionally, it was suggested it would be useful to hear from them on matters of fire prevention and how businesses can best engage with the service.

In the context of a fire event, AJ suggested that Russ Timpson might be willing and able to present once more. KC questioned whether this might be too soon to feature Russ again bearing in mind his presentation at the GDPR event in Ipswich, but AJ and TC felt that this time could very easily be a materially different topic and structure for Russ, and that fire issues are very much “in his back yard”. JB agreed and considers that as long as Russ’ presence would not be an issue for the Fire Service, he would be a welcome addition. TC wondered whether Russ could even feature something on Grenfell bearing in mind the location within our constituency of the cladding supplier to the tower, Celotex.

**Action 03/150219 – RV is to be asked to check with the Fire Service that they have no issues with Russ presenting at the same event as themselves, and to ask whether they can cover issues of major installations, particular hazards, managing an incident scene (arrival to and exit from), how businesses can best engage with them, and fire prevention.**

**Action 04/150219 – Assuming no issues from action 03/150219, above, BK to contact Russ Timpson and see if he would be available for the June Forum and, on this occasion, to make a standard BC/EP presentation on fire issues, potentially reprising some of the work he has done previously on Grenfell.**

**Action 05/150219 – TC to make enquiries of Belfor and ISS restoration services to see whether either would be willing to present to the June Forum on salvage and recovery issues post fire/flood.**

JB surmised that if the three presenters were all willing and available this could probably cover 2-2.5 hours of a Forum. BK indicated he may have another presentation option from something that he had seen at a national security conference c 14 months ago, 999eye, essentially involving members of the public with smartphones enabling geo-location and taking photographs of the incident to allow the right and most timely response: <https://www.youtube.com/watch?v=8E-DVij0km8>

The Committee felt that this was an innovative use of current technology and the principle could aid not just the Fire Service but also the likes of Gold Command in the event of remote management of an incident.

**Action 06/150219 – JS to liaise with Capita/PageOne and West Midlands Fire Service to see if they would be willing and able to present to the June Forum as part of a fire event.**

With four potential presentations, the Committee surmised that the June Forum could easily extend into either a lengthy (9am/930am-1pm/130pm) half day of presentations, or maybe a full day. KC indicated that it was common for some attendees to “slip away early” on a full day event and proposed going for the half day and ending with an optional buffet. The Committee agreed with this as a working premise.

KC questioned whether the Committee would seek to charge to cover any costs associated with the June Forum. JB and BK both felt that charging, generally, did not work as had been seen from past attempts. JB suggested it may be more palatable (no pun intended!) for half day events to remain free and to end without catering rather than to charge. BK, however, is concerned that having set a longstanding precedent of almost invariably free, catered events, to change that now might be viewed unfavourably be the membership. BK also contrasted with the BCI’s own central events, some of which he has attended in London, which are invariably both free and catered for, and expressed that in an environment where, across some 16 years, the Forum (either South East or East) has probably only requested funding for c 3 events, it feels churlish and unduly penny pinching to look to cut back now.

**Action 07/150219 – RV is to be asked to enquire whether the host/venue of the next meeting would meet buffet catering costs and, if so, any limitations.**

**Action 08/150219 – BK to place an item on the next Committee meeting agenda regarding the imposition of “match funding” from the BCI Central Office.**

Having completed discussions about deferring the March Forum (to October 2019) and secured likely arrangements for a second Forum event for 2019 (June), JB returned to the original agenda.

**Formal approval of last meeting Minutes, 21st December 2018**

There had been one prior, noted amend, from JB in an e-mail exchange before the meeting. Otherwise the minutes were unanimously approved.

**Action 09/150219 – BK to have the minutes changed to a publication version and sent to DW for inclusion on the Forum web-page.**

**Note/record update on actions from last Minutes, 21st December 2018**

*Prior meetings*

* **08/150618 – Carried Forward. MS to include in his Forum event opening/briefing about the use of a “post-it-poll” during the meeting, looking for confirmation from the attendees of other areas of interest to feature at future Forum events.**
* 02 /170818 – Closed. KC advised the possibility of 7Futures appearing as a presenter at the 2019 BCI World had not been discussed during the Forum/Chapter Leaders’ meeting in November 2018 but it was agreed that, if they were interested in presenting, they should pitch directly through the standard BCI World call for presentations exercise
* **07/170818 – Carried Forward. Whilst KC is sure that they will oblige, he is still to confirm whether his contact at Helix might offer an alternative presentation if required at a future Forum.**

*21st December*

* **Action 01/211218 – Carried Forward. MS to raise with DW the need to add accessibility needs to the next Forum event.**

**Action 10/150219 – JB to check whether a prompt for accessibility needs is present in the event planner/tracker.**

* Action 02/211218 – Closed. KC confirmed that the idea of a central charity for the BCI to affiliate with each year was discussed at the Forum/Chapter Leaders’ meeting, and there had even been some debate about each Forum potentially running events to raise money, but this initiative had petered out.
* Action 03/211218 – Complete. KC has confirmed he is still happy to run the administration of the people-based Forum event at Stansted in October 2019, alongside JS.
* Action 04/211218 – Complete. KC is in contact with JS regarding revised arrangements for rearranged October Forum event.
* Action 05/211218 – Complete RV had established the Fire Service could not accommodate the March 2019 Forum event. See also action 02/150219, above.
* Action 06/211218 – Closed. Whilst, in the interests of time, BK had not added a follow-up to the Forum/Chapter Leaders’ meeting to this meeting’s agenda, in that time now permitted, KC proceeded to offer a verbal update as follows.

KC advised he had really enjoyed the session and that it had gone beyond his expectations. He said a common theme generating a lot of focus was on the subject of, especially gender, inclusivity and diversity. This was followed by a dedicated session on the same topic by Gianna Detoni. Frustratingly, though, the BCI refused to divulge information on the current gender split, owing to GDPR and data privacy concerns, other than to say that younger members tend to have a larger population of females. KC asserted that it is very difficult to help redress an agenda imbalance without data. BK agreed but also wondered whether any imbalance within the BCI membership is not a true reflection of the industry and cited his own firm who have a far greater proportion of females in BCM positions. KC suggested it would be interesting to see how the gender inclusivity programme plays out since the appointment of Heather Merchan to the BCI Board.

KC indicated that Ruth Massey had some great ideas for what should be included in future in the academic journal.

KC also referenced the progressive approach being taken to continuity in India and suggested that it might be useful for the Committee to forge some connections there. JB agreed and advised that he had previously seen some collateral regarding development of the profession in India which he would try to dig out and socialise.

**Action 11/150219 – JB to circulate the paper on India to the Committee.**

KC suggested that there had been much self-congratulatory focus about changes to Central Office and overall recruitment.

Rachael Elliott had been particularly well received regarding her presentation and discussions around thought leadership.

Deedee Doke had spoken about the changes to, and new format and direction, for the Continuity and Resilience magazine and KC indicated he really liked the changes.

KC advised that, for the first time, he had become aware that appointments to the BCI Board can only be voted for by Forum or Chapter Members. None of the Committee were aware of this either and BK indicated, constitutionally, that was probably a flawed model in what is a membership association. BK also contended that it was likely the BCI did not know precisely who was (or was not) on each Forum or Chapter Committee, and that certainly there had been apparent omissions in those lists on the web-page, for example.

Overall, KC considered that the strategy and tempo was very much upbeat and forward-looking. He is concerned that there are a lot of qualitative references rather than hard facts, and the infrequency of the gathering raised the risk of it being seen as an annual “talking shop”; however, he considers the scope is there to make the BCI much more relevant and vibrant across sectors. JB concurred but indicated that there would be logistical challenges of trying to do something more frequently (whether travel or time-zone related), albeit he did express concern that there were no formal notes of the proceedings produced.

KC worries that, directionally, much of the current strategy resides with David Thorp and DW and that if either of these were to move in there may be a lack of depth to see that strategy and common drive through.

JS questioned how, as a Committee, we can feedback to the Forum/Chapter Leaders’ meeting, and also how progress against the matters raised in that environment can be tracked and evidenced.

BK expressed that he was encouraged generally that both JB and KC, when attending these events, had emerged with overall favourable views, but was worried that the discussions thereto often did not translate into much over time.

On balance the Committee felt that there were several things which should be considered/debated more fully at the next Committee meeting in order to decide whether they should be taken back formally, by MS, to BCI Central Office; specifically:

1. The need for minutes of the Forum/Chapter Leaders’ meeting
2. Central Office, and Rachael Elliott in particular, to focus on why BCM professionals are often not BCI members, and the rate of and reason for membership attrition
3. The need for current and prospective Board Members to have greater visisbility “at grass roots”, perhaps through offering Skype session to each one in turn at successive meetings
4. The current engagement strategy with disruptors such as DRII and the Resilience Association.

**Action 12/150219 – BK to place an agenda item on the next Committee meeting regarding BCI Central Office feedback.**

 The Committee thanked KC for his detailed account.

* **Action 07/211218 – Carried Forward. MS is awaiting response from Rachael Elliott regarding if and when the planned research surveys are going to be issued.**
* Action 08/211218 – Closed. KC advised that the lack of progress against the original CRM plans, and the associated cost/time incurred, had been raised at the AGM as a matter of membership concern but the discussion had petered out owing to the fact that there had been a cited “lack of definition”. This was a hardly satisfactory reply but the Committee considered it had been taken as far as possible.
* **Action 09/211218 – Carried Forward. MS has enquired whether any formal minutes are being issued from the AGM and a response from DW awaited.**
* Action 10/211218 – Complete. TC had circulated the e-mail material he had seen from the BCI to those who had apparently not been in receipt. BK confirmed he had then searched for the e-mails directly and found that, for him, they had been captured by the Google junk/spam filter and not routed to the Primary inbox.
* Action 11/211218 – Closed. The Committee considered that the issue of communications from BCI Central Office seems to be a perennial problem and will therefore doubtless be a consistent topic moving forward. BK suggested that maybe a more effective, and strategic, means of managing communications is to stop them being constrained, in the UK, by arbitrary boundaries such as geography or whether someone has registered. BK contended that, arguably, the “Forum” format in the UK had had its day and, instead, perhaps there should be a single UK Chapter in the same way as other countries have separate Chapters. This makes all communications clearer and more inclusive. The Committee recognised this as a radical idea but the sense was that the easier first step would be a proposed greater flexibility in communications, related to action 15/211218, carried forward, below
* Action 12/211218 – Complete. KC had articulated the discussions on positioning/strategy from the Forum/Chapter Leaders’ meeting earlier in this section.
* **Action 13/211218 – Carried Forward. MS has requested confirmation of who is on the BCI media panel list and is awaiting a response.**
* **Action 14/211218 – Carried Forward. BK to request that David Thorp return again at or near the October 2019 Forum to see how things have further advanced; these are seen as beneficial sessions, but there should also be some sense of accountability.**
* **Action 15/211218 – Carried Forward. MS has requested access to confirmation of distribution records for future Forum events and communiques and is awaiting a reply.**
* **Action 16/211218 – Carried Forward. MS has enquired what the publication schedules are for the 25th anniversary communications to inform the Forums input/action and is awaiting DW’s response**
* Action 17/211218 – Complete. BK had checked whether the Stansted representative would be willing to still present at a Forum event even if not run at Stansted, and had mentioned the Committee’s interest in the topical subject of drones. The response had been positive.
* Action 18/211218 – Closed. Revised Forum event arrangements/logistics were covered earlier in this meeting.
* **Action 19/211218 – Carried Forward. BK to cancel July Management Committee meeting.**
* Action 20/211218 – Closed. AJ/BK had not sourced a Government representative willing to talk about Brexit at the June Forum but that Forum is now likely to be on the Fire Service.
* Action 21/211218 – Closed. Although MS had tried to secure Rachael Elliott or one of her team for the June Forum he had not heard back definitively and the subject matter thereto is changing.
* Action 22/211218 – Closed. The March Forum event had been deferred.
* Action 23/211218 – Complete. BK had removed the BCI web-site from standard Management Committee agenda templates.
* **Action 24/211218 – Carried Forward. MS to raise the “availability for 2 more” in his next Forum event presentation about the Management Committee, and then to broaden scope by e-mail if lack of interest.**

**Any other matters arising from past meeting Minutes**

There were no other matters arising.

**South and London Forum: shared plans**

JB indicated he had no further information on this.

**Any other business**

JS advised that, having completed his work on Information Security and BC, he is due to leave Blue Chip come the end of March and will then be joining LRQA as an assessor. He will now be working from home (in Bedfordshire) and travelling to wherever the clients’ requirements might dictate. JS asked whether he would still be eligible to remain on the East of England Forum.

The Committee thanked JS for the information and wished him luck in his new role. JB indicated that, as far as he was aware, there was absolutely no restriction on him remaining as part of the Management Committee, and he would be most welcome; and certainly when Nick Heaton had retired and started touring Europe, he had initially stayed as a Committee Member, so there is a past precedent.

JB asked when the next Management Committee meeting is scheduled for. BK indicated that, with the deferral of the March Forum, that placeholder would “fallback” to being a Management Committee instead unless the Committee wanted to leave things until April. JB considered, bearing in mind the June Forum plans, that a March date for the next meeting is far better.

**Action 13/150219 – BK to change the March placeholder to a Management Committee.**

**Action 14/150219 – MS is to be asked whether he could accommodate the Committee meeting on 15 March 2019.**

KC enquired how well the teleconference technology had worked for this meeting. Most participants had found this to be very effective apart from the initial access problem with the wrong PIN, but BK indicated he would prefer to be face-to-face as some of the notetaking had proven very challenging. JB concurred and said, as Chair, he would far rather be speaking to people directly rather than across a phone line.

Being no further business JB drew the meeting to a close at 11am.